

## Element Performance Inspection (EPI) Data Collection Tool

### 4.2.1 Maintenance Training Program (AW)

#### ELEMENT SUMMARY INFORMATION

**Purpose of this Element** (certificate holder's responsibility):

- To ensure that all maintenance personnel (including maintenance providers and inspection personnel) are fully trained and competent to perform their duties.

**Objective** (FAA oversight):

- To determine the effectiveness of the certificate holder's procedures in meeting the desired output of the process.
- To determine if the certificate holder follows its procedures, controls, process measurements, and interfaces for the Maintenance Training Program.
- To determine if there were any changes in the personnel identified by the certificate holder as having responsibility and/or authority for the Maintenance Training Program.

**Specific Instructions:**

- To accomplish this EPI, the inspector should review the certificate holder's maintenance and preventive maintenance training program and training records for completeness. The inspector should ensure the certificate holder's course-specific training thoroughly covers the subject matter and includes a final exam. The inspector should ensure that all instructors are trained and qualified as defined in the certificate holder's training program. The inspector should review training to ensure it is appropriate and job specific for the various certificate holder personnel, and the requirements contain recurrent training.
- "Training" includes on-the-job, classroom, and/or computer-based training, etc. The training must thoroughly cover the subject matter.

**Related EPIs:**

- 1.3.3 Maintenance Facility / Main Maintenance Base (AW)
- 1.3.19 Lower Landing Minimums (LLM) (AW)
- 4.2.2 RII Training Requirements (AW)
- 5.1.1 Line Stations (AW)
- 5.1.8 Extended Range Operations with Two-Engine Airplanes (ETOPS) (AW)
- 5.1.9 RVSM Authorization (AW)

#### SUPPLEMENTAL INFORMATION

**Specific Regulatory Requirements (SRRs):**

- SRRs:
  - 121.135(a)(1)
  - 121.135(b)(1)
  - 121.135(b)(2)
  - 121.135(b)(3)
  - 121.375

**Related CFRs & FAA Policy/Guidance:**

- Related CFRs:  
Intentionally left blank
- FAA Policy/Guidance:  
FAA Order 8300.10, volume 2, chapter 4  
FAA Order 8300.10, volume 2, chapter 70  
FAA Order 8300.10, volume 2, chapter 82  
HBAW 05-06

### EPI SECTION 1 - PERFORMANCE OBSERVABLES

**Objective:** (FAA oversight responsibility): The tasks and questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder follows its written procedures and controls and meets the established performance measures of the process. To accomplish this, questions have been generated to test both the outputs of the process as well as the process itself. Question 1 and its following subquestions are directed at the output(s) of the process, whereas questions 2-6, when answered, should be directed at the process itself.

#### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review information listed in the Supplemental Information section of this DCT.
2.	Review the policies, procedures, instructions, and information for the Maintenance Training Program contained in the certificate holder's manual.
3.	Review the associated SAI for this element with emphasis on the controls, process measurements, and interface attribute sections.
4.	Observe the Maintenance Training Program to gain an understanding of the procedures, instructions, and information contained in the certificate holder's manual.
5.	Discuss the Maintenance Training Program with the personnel (other than management) who perform the duties and responsibilities required by the program.

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Were the following performance measures met:	
1.1.	<p>Did the certificate holder provide training in accordance with its Maintenance Training Program?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>Check, at the training records repository, that company indoctrination training was accomplished in accordance with Certificate Holder's design. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11.</li> <li>Check, at the training center, through course observation, that company indoctrination training is accomplished in accordance with Certificate Holder's design. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11.</li> <li>Check, at the training records repository, that company formal technical training was accomplished in accordance with Certificate Holder's design. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11</li> <li>Check, at the training center, through course observation, that company formal technical training is accomplished in accordance with Certificate Holder's design. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11</li> <li>Check, at the training records repository, that company on-the-job technical training was accomplished in accordance with Certificate Holder's design. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11</li> <li>Check, at the air carrier specified location that company on-the-job</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>technical training is accomplished in accordance with Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11</p> <p>7. Check, at the training center, through course observation, that indoctrination training instructs maintenance personnel in the use of its manuals in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A</p> <p>8. Check, at the training center, through course observation, that indoctrination training instructs maintenance personnel in the use of its policies in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A</p> <p>9. Check, at the training center, through course observation, that indoctrination training instructs maintenance personnel in the use of its procedures in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A</p> <p>10. Check, at the training center, through course observation, that indoctrination training instructs maintenance personnel in the use of its forms in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A</p> <p>11. Check, at the training center, through course observation, that indoctrination training instructs inspection personnel in the use of its manuals in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A</p> <p>12. Check, at the training center, through course observation, that indoctrination training instructs inspection personnel in the use of its policies in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A</p> <p>13. Check, at the training center, through course observation, that indoctrination training instructs inspection personnel in the use of its procedures in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A</p> <p>14. Check, at the training center, through course observation, that indoctrination training instructs inspection personnel in the use of its forms in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A</p> <p>15. Check, at the training records repository, that technical training credit was given to individuals for documented relevant experience received while employed by other operators in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 B(1)</p> <p>16. Check, at the training records repository, that technical training given to individuals included procedures unique to the operator in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 B(2)</p> <p>17. Check, at the training center, through course observation, that technical training given to individuals includes procedures unique to the operator in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 B(2)</p>	
1.2.	Did the certificate holder's training curriculum contain a list of required training tasks?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check, at the training center that a list specifying the tasks to be taught is maintained in accordance with Certificate Holder's design. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11</li> </ol>	
1.3.	<p>Did the certificate holder maintain the current training status of maintenance personnel?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check, at the training records repository, that training was recorded in accordance with the Certificate Holder's design. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11</li> <li>2. Check, at the training records repository, that the completed training was recorded in the individual's training record in accordance with the Certificate Holder's design. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11</li> <li>3. Check, at the training records repository, that technical training credit was given to individuals for documented relevant experience received while employed by other operators in accordance with the Certificate Holder's design. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 B(1)</li> <li>4. Check, at the training records repository, that the training records indicated the amount of formal training each individual received in accordance with the Certificate Holder's design. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11. B(2)</li> <li>5. Check, at the training records repository, that training records indicated the amount of on-the-job training each individual received in accordance with the Certificate Holder's design. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11. B(2)</li> <li>6. Check, at the training records repository, that training records indicated the amount of experience each individual received in accordance with the Certificate Holder's design. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11. B(2)</li> <li>7. Check, at the training records repository, that current training records on all personnel performing quality control inspections on Cat II/III airborne systems were maintained in accordance with the Certificate Holder's design. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 D</li> <li>8. Check, at the training records repository, that current training records on all personnel performing maintenance work on Cat II/III airborne systems were maintained in accordance with the Certificate Holder's design. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 D</li> <li>9. Check, at the training records repository, that training records were retained at a central location in accordance with the Certificate Holder's design. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 F</li> <li>10. Check, at the air carrier specified location, if training records are not kept maintained at a central location, that they were maintained in a location specified in the Certificate Holder's manual. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 F</li> <li>11. Check, at the training records repository, that records included training dates in accordance with the Certificate Holder's design.</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5C(11)</p> <p>12. Check, at the training records repository, that records included the number of hours of training performed in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5C(11)</p> <p>13. Check, at the training records repository, that records included content of training in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5C(11)</p>	
1.4.	<p>Did the certificate holder who contracts out maintenance training ensure the content and quality of that training met the certificate holder's requirements?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check, at the training center, that contract training instructor qualifications were determine using acceptability criteria in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5C(15)</p> <p>2. Check, at the training center, that the appropriateness of contract training reference material being used was established in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5C(15)</p> <p>3. Check, at the training center, that the acceptability of contract training reporting procedures to inform the operator of student progress was determined in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5C(15)</p> <p>4. Check, at the training center, that student progress was reported by the contractor in accordance with established and Certificate Holder accepted procedures.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5C(15)</p> <p>5. Check, at the training center, that the contractors training syllabus was evaluated in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5C(15)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.5.	<p>Were the certificate holder's identified deficiencies incorporated into its recurrent training?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check, at the training center, that identified deficiencies discovered through the Continuous Analysis and Surveillance and/or Reliability Program were incorporated into its recurrent training in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 E</p> <p>2. Check, at the training center, through review of the training syllabus, that indoctrination training subjects were upgraded in recurrent training in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 E</p> <p>3. Check, at the training center, through review of the training syllabus, that subjects were upgraded in recurrent training in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 E</p> <p>4. Check, at the training center, that the quality of the training program was</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>determined using the criteria specified in the Certificate Holder's design.  <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5C(12)</p> <p>5. Check, at the training center, the need to revise the training program was evaluated in accordance with the Certificate Holder's design.  <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5C(13)</p>	
1.6.	<p>Were the certificate holder's training instructors qualified?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check, at the training center, that maintenance instructors were designated in accordance with the Certificate Holder's design.  <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5.C.(3)</li> <li>2. Check, at the training center, that maintenance instructors were qualified in accordance with the Certificate Holder's design.  <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5.C.(4)</li> <li>3. Check, at the training center, that maintenance instructors were authorized in accordance with the Certificate Holder's design.  <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5.C(5)</li> <li>4. Check, at the training center, that a file on each instructor consisting of instructor qualifications is maintained in accordance with the Certificate Holder's design.  <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5C(6)</li> <li>5. Check, at the training center, that a file on each instructor consisting of instructor authorizations is maintained in accordance with the Certificate Holder's design.  <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5C(6)</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.	<p>Did the certificate holder perform recurrent training in a timely manner?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check, at the training center, that a schedule for recurrent training was maintained in accordance with the Certificate Holder's design.  <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5C(10)</li> <li>2. Check, at the training center, that description of recurrent training was maintained in accordance with the Certificate Holder's design.  <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5C(10)</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.8.	<p>Did the certificate holder's training program have established training standards?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check, at the training center, that the training syllabus described the standards for grading students in accordance with the Certificate Holder's design.  <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 2, Paragraph 5C(14)</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.9.	Did the certificate holder's maintenance training syllabus thoroughly cover the subject matter?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.	Did the certificate holder's maintenance training course include a final exam?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.11.	Did the certificate holder document completed training?	<input type="checkbox"/> Yes

		<input type="checkbox"/> No, Explain
2.	Were the certificate holder's policies, procedures, instructions, and information, contained in its manual for the Maintenance Training Program, followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	Were the Maintenance Training Program controls followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Did the records for the Maintenance Training Program comply with the instructions provided in the certificate holder's manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Were the process measurements for the Maintenance Training Program effective in identifying problems or potential problems and providing corrective action for them?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6.	Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions, and information that are related to this element?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain



<b>EPI SECTION 1 - PERFORMANCE OBSERVABLES</b> <b>Drop-Down Menu</b>	
1.	Personnel.
2.	Tools and Equipment.
3.	Technical Data.
4.	Procedures, policies or instructions or information.
5.	Materials.
6.	Facilities.
7.	Controls.
8.	Process Measures.
9.	Interfaces.
10.	Desired Outcome.
11.	Other.

## EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

**Objective:** The questions in this section address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
	NOTE: If no personnel or major program changes (as defined by the principal inspector (PI)) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3-6, below. Answer questions 1 and 2, below, and provide the name/title.
1.	Identify the person who has overall responsibility for the Maintenance Training Program.
2.	Identify the person who has overall authority for the Maintenance Training Program.
3.	Review the duties and responsibilities for the person(s) who manage the Maintenance Training Program documented in the certificate holder's manual.
4.	Review the appropriate organizational chart.
5.	Discuss the Maintenance Training Program with the management personnel identified in tasks 1 and 2.
6.	Evaluate the qualifications and work experience of the management personnel identified in task 1 and 2.

### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Is there a clearly identified person who is responsible for the quality of the Maintenance Training Program?	
2.	Is there a clearly identified person who has authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Maintenance Training Program?	
3.	Does the responsible person know that he/she has responsibility for the Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
4.	Does the person with authority know that he/she has authority for the Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
5.	Does the person with responsibility for the Maintenance Training Program meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
6.	Does the person with authority to establish and modify the Maintenance Training Program meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
7.	Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change

8.	Does the person with authority understand the controls, process measurements, and interfaces associated with the Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
9.	Does the responsible person know who has authority to establish and modify the Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
10.	Does the individual with authority know who has the responsibility for the Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change

<b>EPI SECTION 2 - MANAGEMENT RESPONSIBILITY &amp; AUTHORITY OBSERVABLES</b>	
<b>Drop-Down Menu</b>	
1.	Assignment of responsibility.
2.	Assignment of authority.
3.	Does not understand procedures, policies or instructions and information.
4.	Does not understand controls.
5.	Does not understand process measurements.
6.	Does not understand interfaces.
7.	Span of control.
8.	Position vacant.
9.	Other.